

January 14, 2016


Montana Healthcare Programs Notice

All Providers


Standard Medicaid and HELP Plan Claims Processing

To ensure providers contact the correct office based on services rendered, the Department is providing detailed information.

Xerox processes claims for Medicaid, Mental Health Services Plan (MHSP), and Healthy Montana Kids (HMK) pharmacy, dental and eyeglass services in addition to the HELP Plan services listed on the following page. If a member presents a Standard Medicaid card as shown below, all services are processed by Xerox.



MEMBER FIRST MI LAST NAME
MEMBER NO. <NUMBER>
DOB <YYYY/MM/DD>





Members: This is your permanent Medicaid ID card. Present this card to your Medicaid provider. For information on covered services, refer to your Medicaid Handbook or call 1-800-362-8312 or visit www.dphhs.mt.gov/medicaid/member/.

THIS CARD DOES NOT GUARANTEE ELIGIBILITY OR PAYMENT FOR SERVICES

Providers: Verify Medicaid number eligibility through the WebPortal or Faxback. For assistance, contact Medicaid Provider Relations at 1-800-624-3958 or MTPRHelpdesk@ACS-inc.com. For Passport enrollment or caseload questions, contact 1-800-362-8312 or visit www.mtmedicaid.org. Send paper claims to: Claims Processing Unit, P.O. Box 8000, Helena MT 59604.


If a participant presents a Blue Cross and Blue Shield of Montana (BCBSMT) HELP Plan card as shown below, some of the services for HELP Plan participants are processed by both BCBSMT and Xerox, as indicated on the following page.

Subscriber Name: _____ **HELP Plan**
<F_NAME M_INIT L_NAME>
Identification Number: _____
YDM<SBSB_ID>

Plan Code 752 **RxBin: 610084 RxGroup: 1509040**
RxPCN: DRMTPROD

www.bcbsmt.com



Providers medical and accident-related dental claims: BCBSMT PO Box 3387 Scranton, PA 18505. 1-877-233-7055. Inpatient Admissions and Major Medical procedures: BCBSMT 1-877-296-8206.

Participant Services 1-877-233-7055
HELP Med Services 1-877-296-8206
24/7 Nurse Advice Line 1-877-213-2568

Dental, pharmacy and other benefits administered by DPHHS 1-800-362-8312.

This participant has limited benefits outside of Montana. Providers should request eligibility/benefit information.

BlueCross and Blue Shield of Montana, an independent licensee of BlueCross and Blue Shield Association, provides claims processing only and assumes no financial risk for claims.

HELP Plan Benefits

Services for the HELP Plan Processed by BCBSMT

- Behavioral Health (Mental Health and Substance Use Disorder)
- Convalescent Home (excludes Custodial Care)
- Durable Medical Equipment/Supplies
- Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)
- Emergency
- Hospital
- Lab And X-Ray
- Medical Vision and Exams
- Mid-Level
- Physician
- Preventive
- Rehabilitative and Habilitative
- Surgical

Services for the HELP Plan Processed by Xerox

- Audiology
- Dental
- Diabetes Prevention Program
- Eyeglasses
- Federally Qualified Health Center
- Hearing Aids
- Home Infusion
- Indian Health Services/Tribal Health
- Pharmacy
- Rural Health Clinic
- Transportation

Contact Information

See the HELP Plan Information website at <http://www.helpplan.mt.gov> for the Evidence of Coverage (EOC), which provides detailed benefit information and member materials.

Call **1-877-296-8206** for **Blue Cross and Blue Shield of Montana HELP Plan** provider services. Visit the BCBSMT website at www.bcbsmt.com.

HELP Plan participants can call BCBSMT at 1-800-233-7055 or visit the BCBSMT website at www.bcbsmt.com.

Call **1-800-624-3958** for **Xerox HELP Plan** provider services. Visit the Montana Healthcare Programs Provider Information website at <http://medicaidprovider.mt.gov/>.

For claims questions or additional information, contact Provider Relations at 1-800-624-3958 (toll-free, in/out of state) or 406-442-1837 (Helena) or via e-mail at MTPRHelpdesk@xerox.com.